

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

RICHARD F. HEFLIN, ET AL.

COMPLAINANTS

v.

MOUNTAIN WATER DISTRICT

DEFENDANT

CASE NO. 96-051

ORDER TO SATISFY OR ANSWER

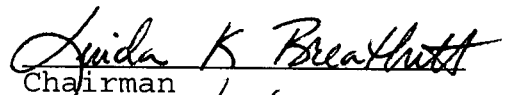
Mountain Water District ("Mountain") is hereby notified that it has been named as defendant in a formal complaint filed on February 8, 1996, a copy of which is attached hereto.

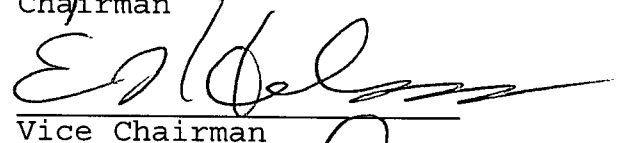
Pursuant to 807 KAR 5:001, Section 12, Mountain is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

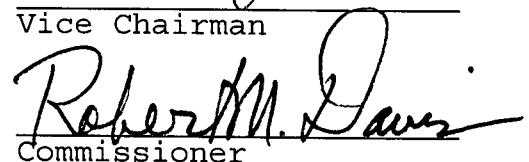
Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 22nd day of February, 1996.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ATTEST:


Executive Director

RECEIVED

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

FEB 08 1996
PUBLIC SERVICE
COMMISSION

In the Matter of: 96-051

Richard F. HEFLIN
(Your Full Name)
COMPLAINANT

VS.

Mountain Water District
(Name of Utility)
DEFENDANT

) Anita HEFLIN
) Roger Beckett
) Lea Beckett
) Kermit H. Clinton
) Frank HEFLIN
) Doris HEFLIN
)
)

C O M P L A I N T

The complaint of Richard F HEFLIN respectfully shows
(Your Full Name)

(a) Richard F. HEFLIN
(Your Full Name)

4776 Dix Fork Rd. Sidney Ky 41564
(Your Address)

(b) Mountain Water District
(Name of Utility)

P.O. Box 3157 Pikeville Ky 41502
(Address of Utility)

(c) That: The water was installed in 1988 at Dix
(Describe here, attaching additional sheets if

Fork, Sidney Ky. Since the water has been installed
necessary, the specific act, fully and clearly, or facts

we have been without water on the premise
that are the reason and basis for the complaint.)

is so low we can't use it. This happens

Formal Complaint

FEB 08 1996

Richard F HEFLIN vs Mountain Water District
(Your Name) (Utility Name)

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approximately 3 days out of every week. In
the year 1994 we were without water 4
mornings out of 7 and were unable to properly
get ready for work. We would contact
Mountain Water and about an hour later
we would have water. After the water is
(over)

Wherefore, complainant asks ^{storage} that a small tank be
(Specifically state the

relief desired) installed by Mountain Water up Dry Fork
to alleviate this problem

Dated at Sedro, Kentucky, this 6th day
(Your City)

of February, 19 95.
(Month)

Anita Hepler

Richard F. Hepler
(Your Signature)

(Name and address of attorney, if any)

Benjamin Hepler
Doris J. Hepler
Kenneth H. C. Hepler
L. B. Beckett & Son

back on the air pressure is so great that it
has blown lid off of toilet tanks and has caused
leaks in faucets. It has also caused the
Beckitts hot water tank to continually kick the
breaker. In 1994 Anita Hylin and Lia Bickett
attended a board meeting about our water problem.
We were told then that a small storage tank
installed at Dix Fork would resolve our problem.
Anita Hylin told the water co. that she and
her husband would provide the property if they
would install the tank. Doug Woods informed us
there was no money to do this. They promised
us they would keep us in water, and they did for
about 4 weeks, but then we went back to the same
old problems. I have been talked to very rudely by
Jerry and have been hung upon by her. Evidently
their equipment is not up to date. When they flush
out lines from a fire hydrant or have a fire, we
must go without water, even though this is about
20 miles from our homes. We have gone without
water for 3 days at a time and just 1 to 2 miles
down the road they had plenty of water. We were told
if we were hooked up to tank at Bent Mountain we
would have water. But they would not hook us up
to that tank. We read about them extending water
service all the time, but we cannot understand why
they don't properly service water customers they already
have.

REC-1

FEB 08 1996

PUBLIC SERVICE
COMMISSION

We have called the public service
commission on numerous occasions.
We don't know of anything else to
do but to make this formal complaint.
We do hope you can help us in
this matter.